

PAST PERFORMANCE QUESTIONNAIRE

Agency: United States Patent and Trademark Office
ATTN: Kate Kudrewicz/52-PAPT-1-01017
Office of Procurement
Box 6
Washington, DC 20231
(703) 305-8324

I. CONTRACT INFORMATION

1. Contractor Name/Address: _____

2. Contract Number: _____

3. Contract type:

<input type="checkbox"/> FP	<input type="checkbox"/> CPAF
<input type="checkbox"/> Cost Reimbursement	<input type="checkbox"/> ID/IQ
<input type="checkbox"/> CPFF - Completion	<input type="checkbox"/> BOA
<input type="checkbox"/> CPFF - Term	<input type="checkbox"/> Labor Hour
<input type="checkbox"/> CPIF	<input type="checkbox"/> T&M <input type="checkbox"/> Other _____

4. Period of Performance (show option years, if any): _____

5. Total Contract Amount: _____

6. Brief description of services/supplies provided:

7. Type of Award: (a) competitive
 (b) non competitive
 (c) 8(a)
 (d) other: _____

Instructions:

For each question/item Under Sections II thru V, choose the adjective that best describes the contractor's work on the project. Provide your comments on the comment lines. If a specific question/item does not pertain to your contract, write **N/A**. Please include a brief explanation for all ratings. The adjective scale is defined below:

Outstanding

Contractor clearly excels in performing the requirements of the contract.

Satisfactory

Contractor meets all requirements of the contract.

Unsatisfactory

Contractor did not meet the requirements of the contract.

II. OVERALL CONTRACT PERFORMANCE

Rating: () Outstanding () Satisfactory () Unsatisfactory

Comment: _____

III. MANAGEMENT PERFORMANCE

1. Contractor's ability to recruit and maintain qualified and reliable personnel.

Rating: () Outstanding () Satisfactory () Unsatisfactory

Comment: _____

2. Ability to accurately estimate and control costs to complete tasks.

Rating: () Outstanding () Satisfactory () Unsatisfactory

Comment: _____

3. Ability to effectively manage subcontractors.

Rating: () Outstanding () Satisfactory () Unsatisfactory

Comment: _____

4. Overall management performance, i.e. planning, scheduling and monitoring the contract.

Rating: () Outstanding () Satisfactory () Unsatisfactory

Comment: _____

5. Contractor's effectiveness in interfacing with the Government's staff.

Rating: () Outstanding () Satisfactory () Unsatisfactory

Comment: _____

6. Ability of Contractor's staff to display a team approach to accomplish the work when applicable.

Rating: () Outstanding () Satisfactory () Unsatisfactory

Comment: _____

7. Contractor's performance implementing a formal technical methodology and approach in performing the work.

Rating: ☐ Outstanding ☐ Satisfactory ☐ Unsatisfactory

Comment: _____

8. Contractor's performance using Contractor's technical methodology and approach.

Rating: ☐ Outstanding ☐ Satisfactory ☐ Unsatisfactory

Comment: _____

9. Contractor's performance when formal escalation procedures are necessary to performing the work.

Rating: ☐ Outstanding ☐ Satisfactory ☐ Unsatisfactory

Comment: _____

10. Contractor's performance implementing and using a quality assurance program.

Rating: ☐ Outstanding ☐ Satisfactory ☐ Unsatisfactory

Comment: _____

11. Overall Rating Management performance:

☐ Outstanding ☐ Satisfactory ☐ Unsatisfactory

IV. TECHNICAL PERFORMANCE

1. Contractor responded positively and promptly to technical direction and/or contract revisions.

Rating: () Outstanding () Satisfactory () Unsatisfactory

Comment: _____

2. Deliverables were provided on time.

Rating: () Outstanding () Satisfactory () Unsatisfactory

Comment: _____

3. Contractor reports/other documentation submitted were accurate and complete.

Rating: () Outstanding () Satisfactory () Unsatisfactory

Comment: _____

4. Contractor addressed and solved any problems arising during contract performance in an effective and expeditious manner.

Rating: () Outstanding () Satisfactory () Unsatisfactory

Comment: _____

5. Contractor displayed the ability to identify and solve problems effectively and expeditiously.

Rating: () Outstanding () Satisfactory () Unsatisfactory

Comment: _____

6. Overall Rating for Technical Performance:

☐ Outstanding ☐ Satisfactory ☐ Unsatisfactory

V. INFORMATION TECHNOLOGY SUPPLIES/SERVICES

1. Did the Contractor deliver equipment on schedule?

☐ Yes ☐ No ☐ Not Applicable

If late, how late and how often:

2. Was the Contractor required to correct problems with equipment?

☐ Yes ☐ No ☐ Not Applicable

If yes, was the problem corrected within the required response time?

3. Was the Contractor required to provide any training services under the contract?

☐ Yes ☐ No ☐ Not Applicable

If yes, did the Contractor provide satisfactory training services and if not, please provide a brief statement.

4. Was the Contractor required to provide programming of custom designed scripts?

☐ Yes ☐ No ☐ Not Applicable

If so, did the software developed by the Contractor meet the original user requirements, was it delivered on time and developed within cost?

5. Overall Rating for Information Technology Supplies/Services :

☐ Outstanding ☐ Satisfactory ☐ Unsatisfactory

VI. CUSTOMER SATISFACTION

ATTACHMENT (2)

1. Contractor demonstrated a cooperative, business-like attitude and concern with the interests of your agency?

Rating: () Outstanding () Satisfactory () Unsatisfactory

Comment: _____

2. Has the Contractor ever been given a cure notice, show cause notice, suspension of progress payments, or letters of direction?

() Yes () No () Not Applicable

Comment: _____

3. Have you ever terminated a contract with this Contractor?

() Yes () No () Not Applicable

Comment: _____

4. Were there any other problems on the contract?

() Yes () No () Not Applicable

Comment: _____

5. Would you award this Contractor another contract?

() Yes () No () Not Applicable

Comment: _____

6. Overall Rating for Customer Satisfaction: () Outstanding () Satisfactory () Unsatisfactory

VI. NARRATIVE SUMMARY

ATTACHMENT (2)

Please use this section to add any other information not included above that you feel would be beneficial.

Individual completing the questionnaire:

Printed Name, Title

Organization

Date

Phone No.

Thank you for your time and effort to help us evaluate this Contractor.

Please return the completed questionnaire by FAX to:

(703) 305-8294

ATTN: Kate Kudrewicz/52-PAPT-1-01017

or mail to the following address:

**United States Patent and Trademark Office
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